



Havering Council, UK

Havering Council is the local authority responsible for the London Borough of Havering, which is located in the northeastern part of Greater London. Known for its mix of suburban and rural areas, Havering is home to a diverse community and a rich history. The council is tasked with providing a wide range of public services, including education, housing, social care, and transportation, to its residents.

Inflectra has been working with Havering Council on an ongoing basis since 2019 to provide it with a reliable platform for managing its IT assets and software tools. Prior to using SpiraTest, Havering did not have any in-house tools to track the different software platforms in use, nor to track the defects and incidents associated with the different tools. They also had an immediate need to support a strategic Oracle ERP modernization and cloud migration to Oracle Fusion.

Migrating ERP to The Cloud

»» Solution

Havering Council deployed SpiraTest from Inflectra, hosted as a SaaS service using AWS Elastic Cloud Compute (EC2) in multiple regions in the European Union (EU) to ensure compliance with EU GDPR data privacy rules, whilst also providing a robust and resilient solution.

Havering used SpiraTest to document all of the requirements and scenarios for the Oracle cloud ERP implementation, create the appropriate test cases, and track the progress of the implementation with real-time dashboards and reporting. Any defects or deviations from the expected functionality were tracked in SpiraTest.

After the implementation of Oracle Fusion, Havering were so impressed with the benefits they had obtained from using SpiraTest, they transitioned SpiraTest to their support and operations team for use in managing all other IT systems and tools in the council.

»» Results and Benefits

The customer reported the following benefits for using SpiraTest:

- Reducing initial test case creation time by 30-40%
- More complete test coverage using manual and automated tests
- Single 'pane of glass' dashboards helped align all stakeholders on the Oracle ERP implementation project
- Concurrent licensing enabled easy assignment of tests to business users without the cost of temporary users
- End to end traceability and auditability of the module and use cases implemented and validated prior to rollout to production



Outcomes

Key Metrics

- Implemented Oracle Fusion supported by SpiraTest in 6 months
- All key ERP modules were deployed on schedule with no budget overruns
- No major P1/P2 defects made their way into production
- 90% test coverage of all scenarios
- Successful transition from the ERP implementation team to the long-term IT support organization

Key Features & Use Cases

Havering Council used the following SpiraTest features during the ERP implementation:

- Documenting all of the key requirements, business processes and use cases
- Creating end to end test plans considering of core module test cases as well as those covering key customizations and integrations
- Integrated dashboards to align all project stakeholders
- Defect and issue management that was used by the implementation team as well as the supporting IT organization.

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We were impressed at how easy it is to setup and use SpiraTest, and get ROI from day one.

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